

Thank you very much for filling out and returning your Survey. Over 230 of our property owners returned the survey. I have attached the results of the survey.

We have scheduled a meeting with Mediacom on **March 13, 2009**, at our regularly scheduled Town Council meeting beginning at 7:00 P.M. We will set aside the first half hour to permit Mediacom to make comments and for our property owners to ask questions. Please plan to attend this meeting.

Many of you added comments to the survey, and there seems to be some of you not receiving a discount for property owners who **only** use Mediacom during the summer months. Some of those responded said they **did** receive a discount, yet many "**wished**" they could. I would suggest contacting Mediacom if you are interested in receiving information about this discount.

Please don't hesitate to contact me if you have any questions regarding the survey. The Town has a 15 year contract with Mediacom, ending in 2012. Negotiations for a new contract begins November 2009. Our goal is to use your comments and to have many companies bid on a new franchise contract.

Jay Headman

**SUMMARY OF
TOWN OF SOUTH BETHANY MEDIACOM SURVEY
FALL 2008**

1. Do you currently subscribe to Mediacom cable services? (Please circle) **Yes** **No**

If yes, what services do you have? (Check all that apply)

Cable TV

High Speed Internet

Telephone

TOTAL RESPONSES = 229	Please circle the appropriate number.					No Answer
	Does Not Apply	Poor	Fair	Good	Excellent	
2. How would you rate Mediacom on its responsiveness to telephone calls to their customer service line?	7.4	24.0	21.0	34.5	10.5	2.6
3. How would you rate Mediacom on its responsiveness to cable outages?	18.3	17.0	27.1	29.3	4.8	3.1
4. How would you rate the quality of your cable picture?	0.4	14.9	29.7	44.1	9.2	1.3
5. How would you rate Mediacom on its responsiveness to cable reception problems?	21.8	23.1	27.5	21.4	3.5	2.6
6. How would you rate Mediacom on taking care of billing statement problems or errors?	24.9	10.9	18.3	29.7	13.5	2.6
7. How would you rate Mediacom on their ability to inform you about changes in services, channel line-ups, and rates?	6.6	25.3	31.9	28.0	7.0	1.3
8. How would you rate Mediacom on the flexibility of scheduling an appointment for cable service installation?	27.5	17.0	18.8	27.5	7.9	1.3
9. How would you rate Mediacom on the flexibility of scheduling an appointment for cable service repair?	26.2	20.1	21.4	24.9	5.7	1.8
10. How would you rate Mediacom on the arrival of repairmen or installers within the scheduled appointment time?	18.8	9.2	23.6	36.7	9.6	2.2
11. If you receive High Definition TV, how do you rate the number of HD channels available?	59.0	15.7	7.4	5.2	1.8	10.9
12. Overall how would you rate your cable television service?	0.9	23.1	29.7	37.6	7.9	0.9

	Does Not Apply	Poor	Fair	Good	Excellent	No Answer
13. How would you rate Mediacom on the cost of the Cable TV service compared to the overall value of the service?	1.3	38.4	37.1	18.3	4.4	0.4
14. Overall how would you rate your Mediacom phone service?	76.4	3.5	4.8	6.1	3.5	5.7
15. Overall how would you rate your Mediacom internet service?	44.1	8.3	17.0	19.7	5.2	5.7
16. In the past year, have you visited your local Mediacom office in Dagsboro? (Please circle) Yes No <p style="text-align: center;">Yes = 36.7 No = 63.3</p>						
17. If you answered yes to 16, why did you visit the office? (Check all that apply) <input type="checkbox"/> Make a payment <input type="checkbox"/> Schedule an installation <input type="checkbox"/> Change my services <input type="checkbox"/> Report a problem <input type="checkbox"/> Other (please explain):						
84 RESPONSES	Does Not Apply	Poor	Fair	Good	Excellent	
18. If you answered yes to 16, how would you rate Mediacom on their responsiveness to your visit?	0.0	10.7	14.3	54.8	20.2	
19. Please add any additional comments in the space below:						